



79184

Art/2154
PATENT 61

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh

Art Unit: 2154

Serial No.: 09/637,969

Filed: August 11, 2000

For: METHOD AND APPARATUS
FOR ALLOCATING RESOURCES
OF A CONTACT CENTER

Examiner: El Hady, N.

Attorney
Docket No.: 79184

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JUL 09 2004

Technology Center 2100

Entered
RCE 7/12/04
Brunner
8/3/04

AMENDMENT B

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of April 2, 2004,
please amend the above-identified application as follows: